

DUTY STATEMENT

GS 907T (REV. 04/02)

SHADED AREA FOR HUMAN RESOURCES ONLY**INSTRUCTIONS:** Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA-

15-018

EFFECTIVE DATE:

1. DGS OFFICE OR CLIENT AGENCY EMS Authority		POSITION NUMBER (Agency - Unit - Class - Serial)	
2. UNIT NAME AND CITY LOCATED Information Technology		3. CLASS TITLE Staff Programmer Analyst (Specialist)	
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. to 5:00 p.m. -- Flexible		5. SPECIFIC LOCATION ASSIGNED TO Rancho Cordova	
6. PROPOSED INCUMBENT (If known) N/A		7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 312-950-1581-001	
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.			
8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under general supervision of the Data Processing Manager I, the incumbent serves as the lead programmer and database administrator for the department's client/server database application systems.			
9. Percentage of time performing duties	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)		
45%	ESSENTIAL FUNCTIONS <p>The Emergency Medical Services Authority's technical environment includes a Windows Server-based network with file and print services, internet and file sharing and a COTS application implemented on an MS SQL Server environment. Our environment is hybrid of local and CalCloud servers. We use Orchard as our website CMS. All work will be accomplished in accordance with EMS Authority Information Technology Standards; the State Administrative Manual (SAM) Sections 4800 through 5953 and Sections 6700 through 6780; Department of Finance's (DOF) Statewide Information Management Manual (SIMM); DOF's Office of Technology Review, Oversight and Security (OTROS) rules and policies; DOF's Desktop and Mobile Computing Policy (DMCP); DOF Budget Letters; and the State's IT Security Policy.</p> <p>Act as technical lead for the implementation, programming, testing, support and upgrade of My License Office (MLO) modules. MLO is a java-based commercial off-the-shelf application that uses Microsoft SQL server, Internet Information Services and Documentum. The application is used by EMSA staff and certifying entities across the state to license Paramedics and certify Emergency Medical Technicians.</p>		
11. SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE			
SUPERVISOR'S NAME (Print)		SUPERVISOR'S SIGNATURE	
		DATE	
12. EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT			
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.			
EMPLOYEE'S NAME (Print)		EMPLOYEE'S SIGNATURE	
		DATE	

	<p>Essential Functions (cont.)</p> <p>The incumbent will apply analytical, programming and project management tools, practices and standards for implementation, support and maintenance activities associated with MLO and will perform the following duties:</p> <ul style="list-style-type: none"> • Serves as a project leader on the development of database applications using Microsoft SQL Server and Microsoft Access for other departmental requirements related to the MLO software. You will analyze, design, configure, program, test, implement, document and maintain these applications. • Program using SQL to query and update the database in support of operational needs. Create useful SQL programs to ensure quality control of the data. • Utilizes report writing tools (i.e. Crystal) to develop custom reports as needed. • Develop and maintain documentation for all activities and custom deliverables. • Lead weekly support meetings with EMSA management and selected members of the MLO user community. • Work with the MLO software vendor and partner consultants to optimize the EMSA installation of MLO to best meet legislative, operational, and user requirements.
15%	<p>Work independently as a technical specialist performing database administration activities. The incumbent will perform the following duties:</p> <ul style="list-style-type: none"> • Maintain operating systems and utilities and data integrity for departmental databases. • Implement data security practices for database applications to prevent the disclosure, modification or destruction of data. • Conduct database backup and restoration. • Monitor user and system activity logs for performance and security issues. • Establish and maintain TEST databases for the production system as well as TEST databases for future releases of MLO provided by the vendor. • Establish control systems over the physical and logical access to department databases.
15%	<p>In order to ensure the integrity of proposed database systems, the incumbent will perform the following duties:</p> <ul style="list-style-type: none"> • Perform comprehensive analysis of business requirements, data structure, software and hardware needs, and user interfaces. • Evaluate the feasibility of database projects and the effectiveness of related documentation for both user developed and vendor supplied systems. • Provide technical advice in solving database system problems and achieving the best use of available hardware and software resources.
10%	<p>In order to ensure the efficient and optimum implementation of the system, evaluate new and emerging IT products, technology and tools that may be used by the department. The incumbent will perform the following duties:</p> <ul style="list-style-type: none"> • Conduct research and development activities. • Collaborate with other entities to address data collection, analysis, transfer and integrity issues at the state and local level. • Provide technical expertise in the development of a department data model and dictionary for an enterprise database system.
10%	<p>In order to assist users having problems related to software, hardware and network usage, the incumbent will perform the following duties:</p> <ul style="list-style-type: none"> • Participates in troubleshooting user problems. • Resolves problems that involve database connectivity, data entry, software compatibility, and hardware failure.

5%

MARGINAL DUTIES

Responds to routine and special requests for information from control agencies by developing reporting tools and advising management and clients on matters regarding IT trends and best practices.

KNOWLEDGE AND ABILITIES

Knowledge of: Information technology system programming (specifically SQL and the SQL Management Studio but also other programming languages in an MS Windows, web services and java application environment); principles and techniques of studying work processes for new or revised information technology system applications; principles of designing methods of processing information; technical report writing; statistical methods; principles of public administration, organization, and management; SAM and SIMM procedures and policies, and principles of personnel management.

Ability to: Write complex programs and develop detailed program specifications; analyze information and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; apply creative thinking in the design and development of methods of processing information and information technology systems; establish and maintain cooperative working relationships with those contacted in the course of work; communicate effectively; and prepare effective reports.

DESIRABLE QUALIFICATIONS

- Demonstrated quality customer service experience.
- Ability to multi-task and prioritize assignments in the best interest of EMSA.
- Proficiency with SQL, XML, HTML and CSV text language
- Proficiency with Microsoft Desktop Applications including: MS Office, SharePoint.
- Ability to work effectively under tight time constraints, client demands, and the pressure of multiple deadlines.
- Excellent communication skills both written and oral.
- Ability to read and interpret state and agency policies and procedure manuals.
- Ability to focus attention on details.

WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES

- Office environment, professional business attire.
- Ability to effectively handle stress and tight deadlines calmly and efficiently.
- Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types; with the general public, private sector professionals and people of various level of responsibility within state, local and the federal government.
- Ability to travel infrequently, as needed.

SPECIAL REQUIREMENTS

During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers or in EMSA's field Mission Support Team to provide assistance in emergency response and recovery activities. Staff is required to complete emergency management and Incident Command System (ICS) training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises.

Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

